

Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- the number of complaints about programmes and those which received more than 100² at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)³;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

Stage 1 complaints

Between 18 - 31 December 2023, BBC Audience Services (Stage 1) received a total of **2,665** complaints about programmes. **4,702** complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Charles III: The Coronation Year	BBC One	26/12/2023	Bias in favour of the monarchy.	897

87% of all complaints dealt with between 18 - 31 December 2023 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:

<http://www.bbc.co.uk/complaints/complaint/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 7 findings at Stage 2 between 18 - 31 December 2023.

Highlighted text links to published findings⁴. Other recently-published findings can be found here:

<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

¹ Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

² As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

³ Excluding investigations of online material outside Ofcom's remit.

⁴ These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

Programme	Service	Date of Transmission	Issue	Outcome
BBC News (10pm)	BBC One	16/10/2023	Bias against Israel	Not upheld
Scrum V Sunday	BBC Two Wales	22/10/2023	Anti-English racism	Not upheld
Have I Got News for You	BBC One	13/10/2023	Anti-Labour bias	Not upheld
Today	Radio 4	03/11/2023	Sexist comment by presenter	Not upheld
Today	Radio 4	13 & 14/10 2023	Bias against Israel	Not upheld
Question Time	BBC One	02/11/2023	Offensive Holocaust reference	Not upheld
Politics Wales	BBC One Wales	01/10/2023	Inaccuracy	Not upheld

57% of complaints (4 out of 7) dealt with between 18 - 31 December 2023 received a response within the target time.